Garland

# INSTALLATION & OPERATION MANUAL

## ELECTRIC DUAL SIDE CLAMSHELL BROILER

## MODEL: CXBE12

**FOR YOUR SAFETY:**
**DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS OR LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE**

**WARNING:**
**IMPROPER INSTALLATION, ADJUSTMENT, ALTERATION, SERVICE OR MAINTENANCE CAN CAUSE PROPERTY DAMAGE, INJURY, OR DEATH. READ THE INSTALLATION, OPERATING AND MAINTENANCE INSTRUCTIONS THOROUGHLY BEFORE INSTALLING OR SERVICING THIS EQUIPMENT**

PLEASE READ ALL SECTIONS OF THIS MANUAL AND RETAIN FOR FUTURE REFERENCE.

THIS PRODUCT HAS BEEN CERTIFIED AS COMMERCIAL COOKING EQUIPMENT AND MUST BE INSTALLED BY PROFESSIONAL PERSONNEL AS SPECIFIED.

INSTALLATION AND ELECTRICAL CONNECTION MUST COMPLY WITH CURRENT CODES:

IN CANADA - THE CANADIAN ELECTRICAL CODE PART 1 AND / OR LOCAL CODES.

IN USA – THE NATIONAL ELECTRICAL CODE ANSI / NFPA – CURRENT EDITION.

ENSURE ELECTRICAL SUPPLY CONFORMS WITH ELECTRICAL CHARACTERISTICS SHOWN ON THE RATING PLATE.

For Your Safety:

Post in a prominent location, instructions to be followed in the event the user smells gas. This information shall be obtained by consulting your local gas supplier

THIS EQUIPMENT MUST BE INSTALLED AND COMMISSIONED BY A PROFESSIONAL, FACTORY-TRAINED TECHNICIAN.

THIS EQUIPMENT MUST BE OPERATED UNDER AN APPROVED HOOD SYSTEM ONLY.

MANUFACTURED EXCLUSIVELY FOR ***CHICK-FIL-A*** BY
GARLAND COMMERCIAL RANGES
http://www.garland-group.com/

Part #4532096 Rev 6 (25 Oct 2013)

Manitowoc

# IMPORTANT INFORMATION

**WARNING:**
**THIS PRODUCT CONTAINS CHEMICALS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND/OR BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. INSTALLATION AND SERVICING OF THIS PRODUCT COULD EXPOSE YOU TO AIRBORNE PARTICLES OF GLASS WOOL/CERAMIC FIBERS. INHALATION OF AIRBORNE PARTICLES OF GLASS WOOL/CERAMIC FIBERS IS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER. OPERATION OF THIS PRODUCT COULD EXPOSE YOU TO CARBON MONOXIDE IF NOT ADJUSTED PROPERLY. INHALATION OF CARBON MONOXIDE IS KNOWN TO THE STATE OF CALIFORNIA TO CAUSE BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM.**

## KEEP APPLIANCE AREA FREE AND CLEAR OF COMBUSTIBLES.

**Please feel free to contact Us at 1-855-586-1542**

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# WARRANTY

This warranty covers defects in material and workmanship under normal use providing that:

1. the equipment has not been accidentally or intentionally damaged, altered or misused;
2. the equipment is properly installed, adjusted, operated and maintained in accordance with national and local codes and in accordance with the installation instructions provided with this product;
3. the warranty serial number affixed to the appliance by Garland has not been defaced, obliterated or removed;
4. an acceptable report for any claim under this warranty is supplied to Garland;

The equipment warranty coverage remains in force for a period of one (1) year (parts and labor) from the date the product is first put into operation.

The Garland Group agrees to repair or replace, at it's option, any part that proves to be defective in material or workmanship at no charge for the part or normal labor.

We assume no responsibility for installation, adjustments, diagnosis, or normal maintenance such as: lubrication of springs or valves.

We assume no responsibility for travel costs beyond two (2) hours and 100 miles/150Kms round trip, travel other than overland, and overtime costs of repair.

We exclude broken glass, paint and porcelain finish, surface rust, gasket material, ceramic material, light bulbs and fuses from normal coverage.

We exclude damage or dysfunction caused by fire, flood, and like "Acts of God" that are beyond the control of The Garland Group.

We exclude failures caused by erratic voltage or gas supplies.

The Garland Group will only cover the cost of the parts replacement and/or service.

This warranty is limited and is in lieu of all other warranties, expressed or implied. The Garland Group, our employees, or our agents shall not be held liable for any claims of personal injury or consequential damage or loss.

This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

Do not use abrasive materials on the chrome surface, such abrasive scouring pads. Using abrasive materials will void your warranty

Do not use this unit outdoors, operating unit outdoors will void your warranty.

Do not remove any permanently affixed labels, warnings or data plates from the appliance as this may invalidate the Garland warranty.

Garland recommends a Preventative Maintenance Program which is essential to extends the life of the equipment.

# SHIPPING DAMAGE CLAIM PROCEDURE

Please note that the Garland equipment was carefully inspected and packed by skilled personnel before leaving the factory. The transportation company assumes full responsibility for safe delivery upon acceptance of the equipment. What to do if the equipment arrives damaged:

1. File a claim immediately regardless of the extent of damage.
2. Be sure to note, "visible loss or damage," on the freight bill or express receipt and have the person making the delivery sign it.
3. Concealed loss or damage: if damage is unnoticed until the equipment is unpacked, notify the freight company immediately, (within 15 days), and file a concealed damage claim.

# SAFETY

- **DISCONNECT ELECTRICAL SUPPLIES BEFORE OPENING PANELS FOR SERVICING.**
- **KEEP THE APPLIANCE AREA FREE AND CLEAR FROM COMBUSTIBLES.**
- **DO NOT OBSTRUCT THE FLOW OF COMBUSTION AND VENTILATION AIR (if applicable).**

This appliance is for professional use and shall be used only by qualified personnel.

**Warning:** Accessible parts may become hot during use. Young children should be kept away. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety."

**CAUTION: THIS EQUIPMENT MUST ONLY BE OPERATED UNDER AN APPROVED HOOD SYSTEM IN ACCORDANCE WITH LOCAL REGULATIONS IN FORCE. THIS UNIT IS INTENDED FOR INDOOR USE ONLY.**

**THIS PRODUCT IS NOT AUTHORIZED FOR HOME OR RESIDENTIAL USE. GARLAND WILL NOT PROVIDE SERVICE, WARRANTY, MAINTENANCE, OR SUPPORT OF ANY KIND OTHER THAN IN COMMERCIAL APPLICATIONS.**

**Do not** operate the broiler unless it has been commisioned (Start-Up) by a Factory Authorized Service Center.

**Do not** operate the broiler without reading this operation manual.

**Do not** operate the broiler unless it has been properly installed and grounded.

**Do not** operate the broiler unless all service and access panels are in place and fastened properly.

**Do not** use an extension cord to connect this appliance to a power supply.

**Do not** use this appliance if the power cord is damaged. **Do not** attempt to repair a damaged power cord.

**Caution!** Use care when moving this unit. This unit cannot be dropped as it will impact the performance of the electronics.

Take care not to expose the power cord to heat (i.e. near the flue, etc.) and be careful not to damage the cord by pinching or rubbing on sharp edges.

**Do not** clean the broiler with a power washer. This appliance is not approved for power washing.

The appliance generates significant amounts of heat and the operator should take care when touching accessible surfaces that are likely to get hot. Surfaces close to the cooking surface including side panels may get hot enough to burn skin.

**Do not** attempt to service this appliance unless you are a qualified service technician.

This appliance is intended for **commercial use only** and should only be operated by fully trained and qualified personnel.

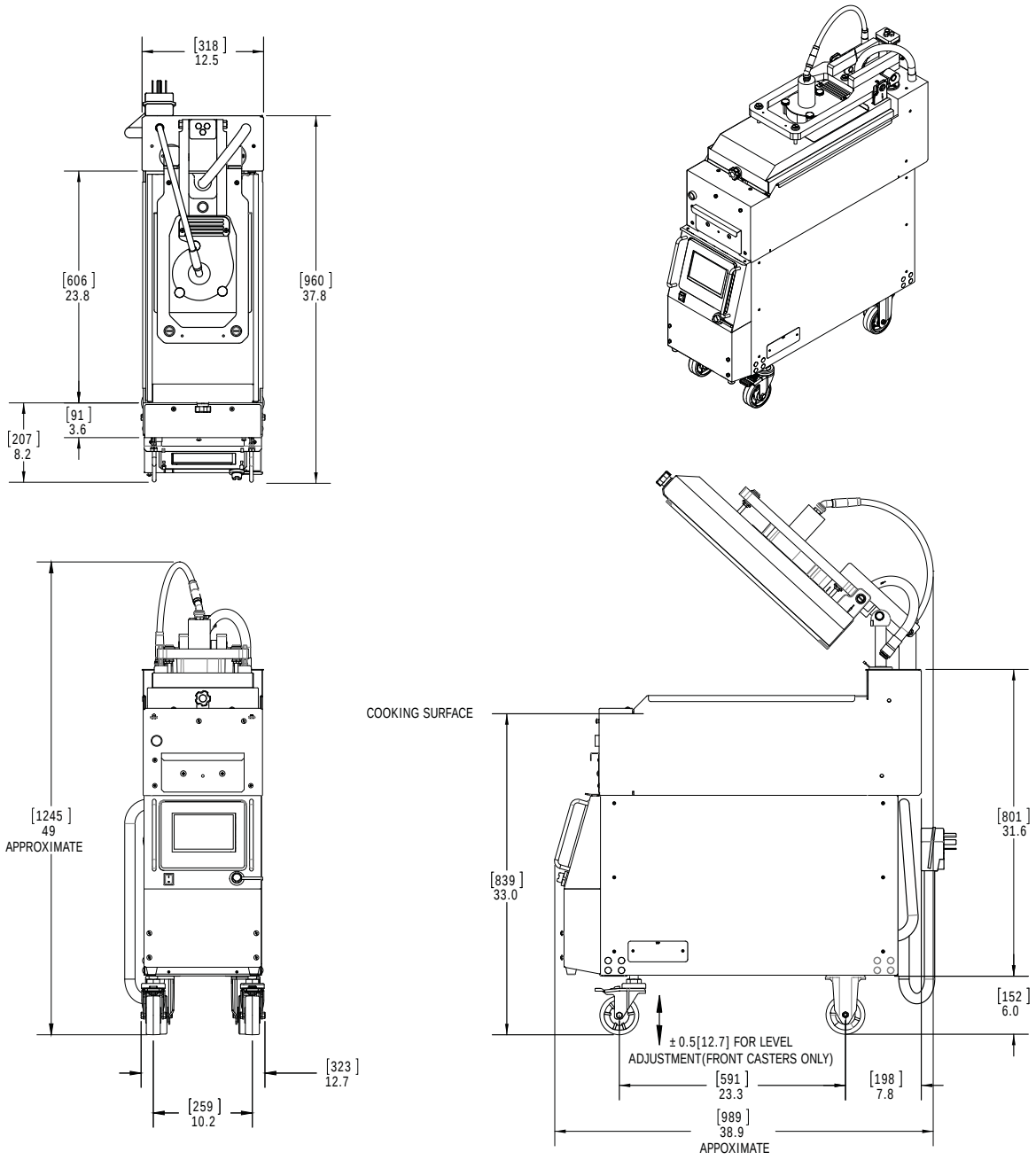
The electrical power supply must be disconnected prior to cleaning or any maintenance or service work being done on the appliance.

**Do not** sit or stand on the appliance under any circumstances. Serious injury and damage to the appliance and/or property could result.

**Warning:** The broiler rack will get extremely hot. Even close up it will not appear to be hot but will burn you if you touch it.

# DIMENSION SPECIFICATION

## Dimensions: Broiler




| MODEL | HEIGHT* | | WIDTH | | DEPTH | |
|---|---|---|---|---|---|---|
| | inches | mm | inches | mm | inches | mm |
| CXBE12 | 49 | 1245 | 12.5 | 318 | 37.8 | 960 |

* Height shown to top of the flexible conduit and therefore indicated as approximate.

# CLAMSHELL BROILER SPECIFICATION

## Shipping Dimensions and Weight

| MODEL | SHIPPING DIMENSIONS inches (mm) | | | |
|---|---|---|---|---|
| | Length | Width | Height | |
| CXBE12 | 43 1/2″ (1105mm) | 27 3/8″ (695mm) | 49 5/8″ (1260mm) | Shipping Weight 545 lbs/247 Kg |
| | UNCRATED DIMENSIONS inches (mm) | | | |
| | Length | Width | Height | |
| | 37 13/16″ (960mm) | 12 1/2″ (960mm) | 49″ (1245mm) | Unit Weight 480 lbs/218 Kg |

## Electrical Input Specifications

| MODEL | ELECTRICAL REQUIREMENTS** | | | | | |
|---|---|---|---|---|---|---|
| | Voltage (V) | Total kW | Frequency (Hz) | Unbalance 3 phase Amps per line | | |
| | | | | L1 | L2 | L3 |
| CXBE12 | 208 / 3phase | 16.05 | 60 | 43.4 | 43.4 | 47.0 |

A 5-feet (1524mm) power supply cord with an integral (NEMA 15-50) plug is provided with each model.

Note: Wiring diagram is supplied with each unit.

# INTRODUCTION

GARLAND RECOMMENDS THAT INSTALLATION, MAINTENANCE AND REPAIRS BE DONE BY AN AUTHORIZED SERVICE AGENCY, OTHERWISE THE WARRANTY WILL BE DEEMED NULL AND VOID. FOR A LIST OF AUTHORIZED SERVICE AGENTS, REFER TO THE GARLAND WEB SITE AT http://www.garland-group.com.

This appliance should be given regular care and maintenance to operate at peak performance and maximum energy efficiency. It is recommended that the unit be inspected every 6 months by a certified service technician for proper operation and performance. Remember "regular maintenance ensures peak performance."

Every broiler is inspected and tested at the factory prior to shipment.

### Packing

The product is shipped in a substantial crate with the broiler in vertical position. Casters are factory installed on the broiler. Garland places the unit/accessories in the crate in a neat and organized manner and in such a way as to eliminate damage from movement, rubbing etc.

Check crate for any visible damage sustained during transit.

It is recommended to remove crate when the clamshell broiler is inside the kitchen.

### Unpacking

**CAUTION**
**Heavy load**
**Use of lifting aids and proper lifting technique required**

Carefully remove unit from crate and thoroughly inspect it for any visible or concealed damage. Report any damage immediately to your carrier to file the appropriate freight claims. For more information, see page 4. Push or pull broiler must be taken care to see that the broiler does not tip over.

**Do not** remove any permanently affixed labels, warnings or data plates from the appliance as this may invalidate the Garland warranty.

### Temporary Storage

Garland provides adequate protection under normal conditions. The broiler may need additional protection if it is stored near salt water, a tropical area, or other unfavorable conditions. You must contact Garland immediately if these conditions occur.

### Safety

It is essential that the instructions in this manual be strictly followed for the safe and economical operation of the equipment. Should it be known or suspected that a fault exists with the appliance, then it must not be used until the fault is rectified by a authorized or certified service person.

This appliance provides a sleep mode which ensures the unit avoids overheating when idle.

# INSTALLATION

THIS PRODUCT IS NOT AUTHORIZED FOR HOME OR RESIDENTIAL USE. GARLAND WILL NOT PROVIDE SERVICE, WARRANTY, MAINTENANCE, OR SUPPORT OF ANY KIND OTHER THAN IN COMMERCIAL APPLICATIONS.

## General

In the United States the installation must comply with the latest edition of the National Electrical Code ANSI/NFPA 70 – latest edition and/or local Codes to assure safe and efficient operation.

In Canada, the installation must comply with local codes and CSA B149.1 and handling Code –latest edition and the Canadian Electrical Code C22.1 – latest edition.

In other countries installation must be carried out by a factory authorized service representative according to the relevant regulations, codes of practice and the related requirements of the country of destination.

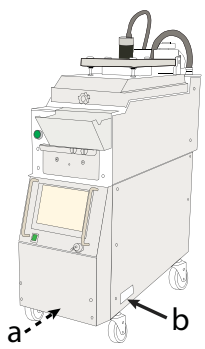
Adequate clearance must be provided for servicing and proper operation.

If you have any questions regarding the installation of this unit, contact the Garland Service Department at (855)-586-1542 or Garland Regional Service Managers.

## Rating Plate

Two (2) rating plates will be intalled on each unit, and they can be found:

a. Inside the front panel under the electronic touch control.
b. Outside the right side panel, lower left side.




If service or replacement parts are needed, refer to the model number (including prefix & suffix letters/numbers) and serial number on the rating plate when in contact with the factory or authorized service agency. These numbers ensure proper unit identification, faster and more accurate service.

## Positioning and Setup

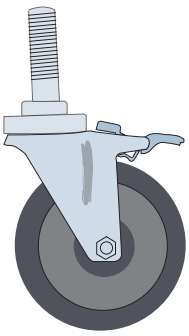
**CAUTION**
**Heavy load**
**Use of lifting aids and proper lifting technique required**

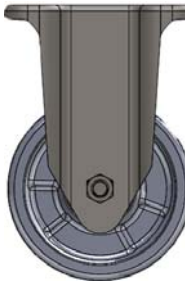
The unit is very heavy (500 Lbs) so some form of mechanical assistance is recommended to lift and position the broiler.

The unit is designed to be placed on a smooth and level floor built to withstand the weight of the fully laden appliance. To comply with NSF Sanitation Standards the unit must stand on casters for ease of mobility during cleaning procedures.

## Appliances Equipped with Casters

All broilers are shipped with casters intalled in place, however some adjustment may be required to level the unit. The front casters are adjustable swivel casters with brakes. The rear casters are fixed. Garland recommends installing restraining chains/cables from the floor/wall to the rear of the unit. These restraints limit the mobility of the appliance.


FRONT CASTER WITH BRAKE


REAR CASTER WITHOUT BRAKE

# INSTALLATION, *continuation*

## Air Supply and Ventilation

VENTILATION REQUIREMENTS MAY BE SUBJECT TO LOCAL BUILDING AND FIRE CODES. CONSULT LOCAL AUTHORITIES HAVING JURISDICTION.

This broiler appliance must be vented properly to operate correctly and safely. Due to the extremely high temperature a fire safety system should be installed. In addition, frequent cleaning of the vent hood and the appliance greatly reduces any fire risk.

For any commercial cooking appliance, means must be provided to exhaust combustion waste products, steam, etc. to the outside of the building. Proper ventilation is essential for optimum performance.

Air movement should be checked during installation. There must be adequate air intake into the building to compensate for the amount of air removed by the ventilation system. Without a proper balance, abnormal atmospheric pressure will occur, affecting burner and appliance performance. If air movement is a concern, adjustments should be made to correct the problem by Factory authorized service technician.

HAVING DIFFICULTY OPENING DOORS THAT EXIT THE BUILDING IS AN INDICATION THAT THE BUILDING HAS A PROBLEM WITH AIR MOVEMENT.

Do not use fans to blow air directly at the appliance. This can create air cross-currents and/or excessive drafts that interfere with the operation of the unit.

# ELECTRICAL CONNECTION

**DISCONNECT THE POWER SUPPLY BEFORE SERVICING.**

**HIGH VOLTAGE**

**IMPORTANT:** The appliance must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code ANSI/NFPA70, or the Canadian Electrical Code CSA C22.2, as applicable.

### Electrical Grounding Instructions

The appliance is equipped with a standard Nema 15-50 plug with appropriate strain relief for your protection against shock hazard and should be plugged directly into a properly grounded three prong receptacle. **Do not** cut or remove the grounding prong from this plug.

### Important Electrical Precautions

Never touch anything that is powered by electricity when your hands are wet.

It is recommended to allow enough slack on the electrical cord to allow the appliance to be pulled out for proper regular cleaning and maintenance.

**DO NOT** USE AN EXTENSION CORD TO CONNECT THIS UNIT TO A POWER SUPPLY.

**DO NOT** USE THIS APPLIANCE IF THE POWER CORD IS DAMAGED.

**DO NOT** ATEMPT TO REPAIR A DAMAGED POWER CORD.

**DO NOT** EXPOSE THE POWER CORD TO HEAT OR SHARP EDGES.

**DO NOT** OPERATE BROILER IF THE CORD HAS BEEN PINCHED OR HAS BEEN DAMAGED AS A RESULT OF RUBBING ON SHARP EDGES.

# CLAMSHELL BROILER START UP

**IMPORTANT NOTE:**
Prior to installation, check the electrical supply to ensure input voltage and phase match the equipment - voltage rating and phase. Many local codes exist and it is the responsibility of the owner/installer to comply with these codes.

Certified
Installer

Ensure power supply is connected to the appliance.

Remove all factory applied protective material by washing with hot water, mild detergent, or a soap solution.

**NOTE:** Each clamshell broiler has been factory tested and adjusted prior to shipment. It may be necessary to further adjust the unit as part of a proper installation. Such adjustments are the responsibility of the installer. Adjustments are not considered to be defects in material and workmanship and are not covered under the original equipment warranty.

### Temperature Verification

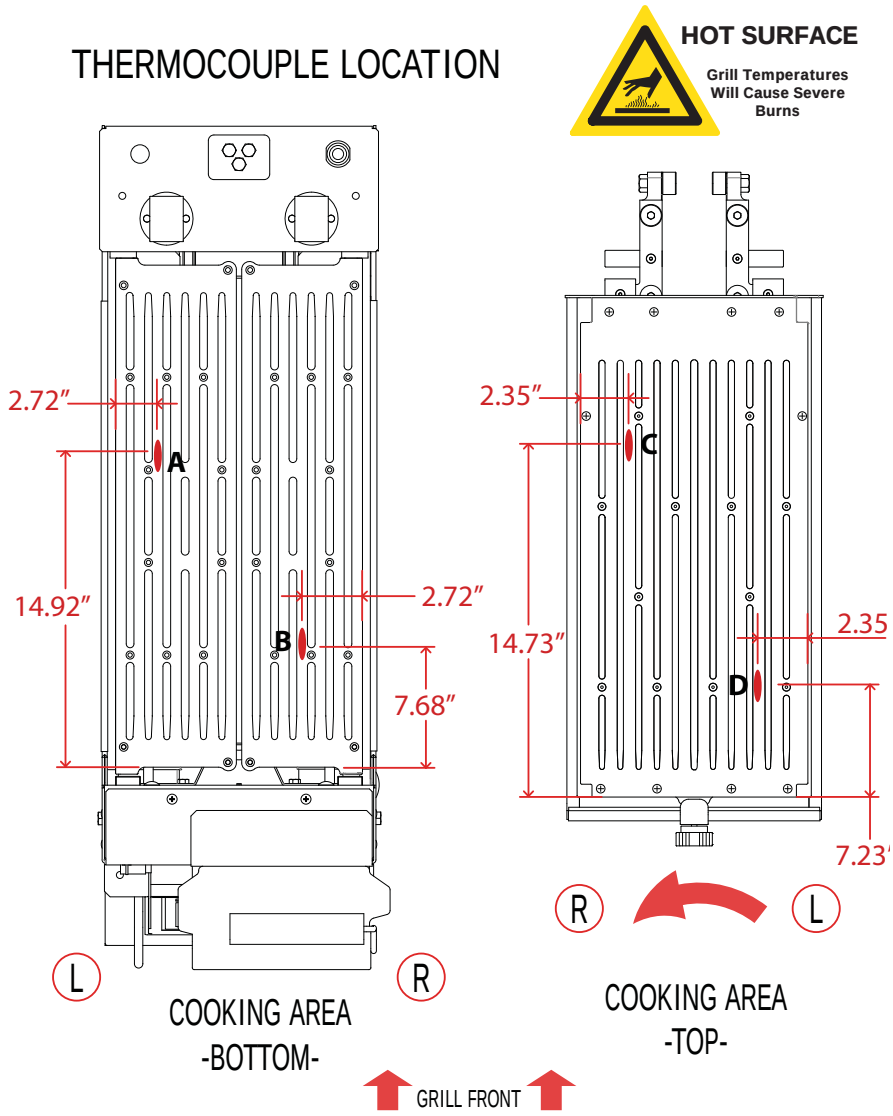
Embedded heating elements and thermocouples in ductile cast iron grates allow a maximun temperature of 600°F/316°C .

Infrared heating elements allow for a maximum temperature of 800°F /427°C.

Must clean upper and lower clamshell broiler cooking surface.

1. The upper and lower clamshell broiler should be at operating temperatures to perform this calibration procedure (approximately 30 minutes).
2. Place temperature probe over the thermocouples as per figure #1 (under: thermocouple locations diagram). Allow 5 to 10 seconds for the pyrometer to respond and stabilize temperature.
3. Temperature delta between pyrometer and controller must be +/- ($20^0$F). If temperature delta between pyrometer and controller is greater than +/- ($20^0$F), call Garland Technical Service Group at 1- 855-586-1542.

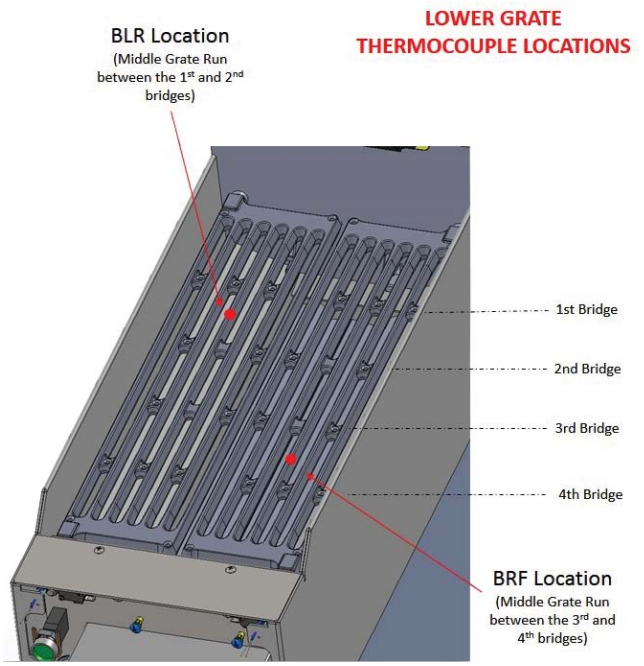
# THERMOCOUPLE LOCATIONS DIAGRAM

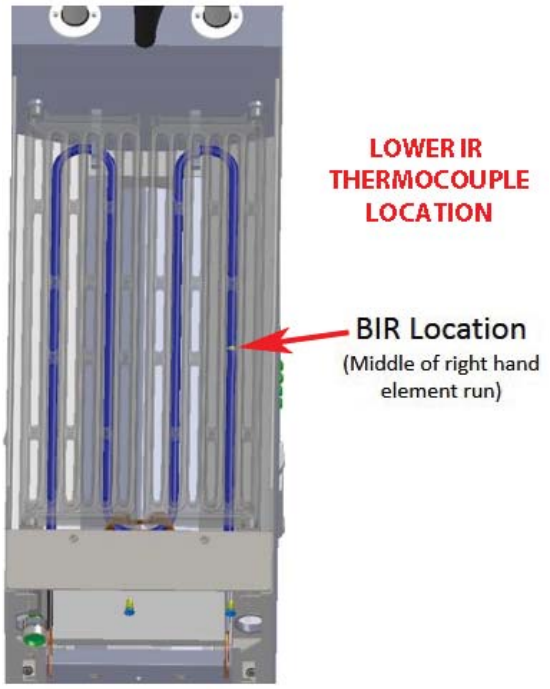



**A = Bottom Left Rear**
**B = Bottom Right Front**
**C = Top Right Rear**
**D = Top Left Front**

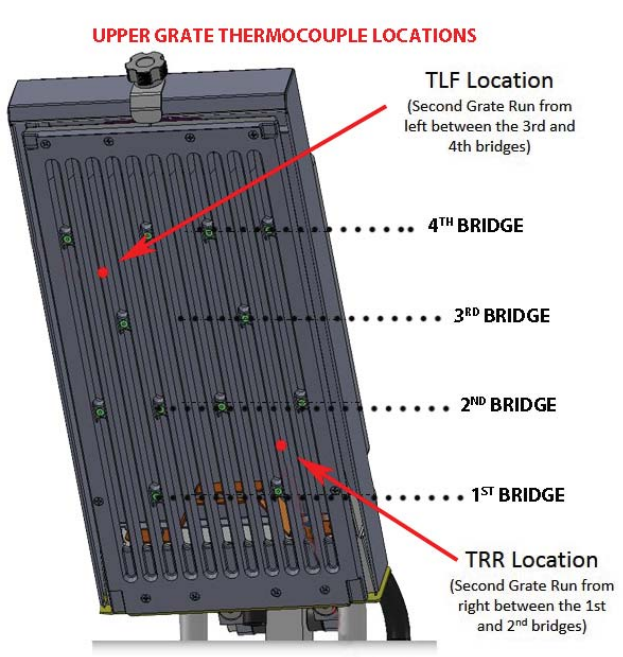
Figure #1

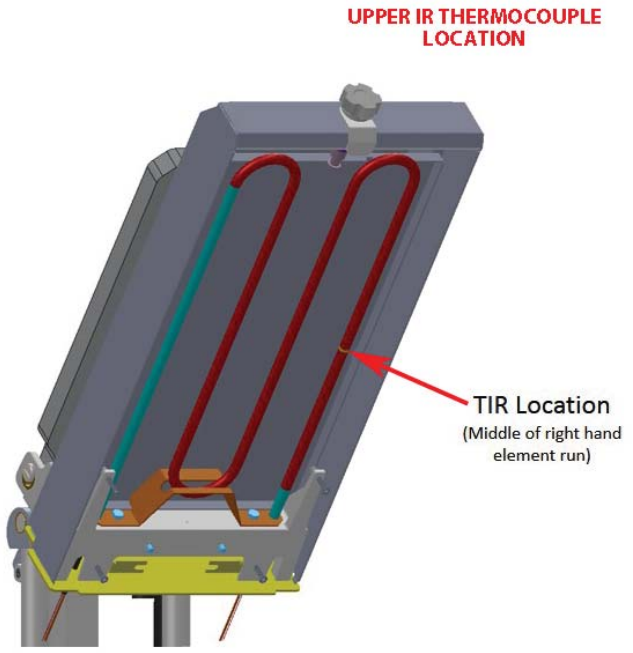
# LOWER THERMOCOUPLE LOCATIONS




# UPPER THERMOCOUPLE LOCATIONS


UPPER GRATE THERMOCOUPLE LOCATIONS
TLF Location
(Second Grate Run from left between the 3rd and 4th bridges)
4TH BRIDGE
3RD BRIDGE
2ND BRIDGE
1ST BRIDGE
TRR Location
(Second Grate Run from right between the 1st and 2nd bridges)



# LATCH SYSTEM INTERNAL OPERATION - A, UNLATCHING

Check list for the top platen grate latch mechanism and the to the cowl assembly:

**How to un-latch top grate from cowl assembly.**

Untighten knob counterclockwise aproximately five turns (as shown in figure #1), until grate will drop aproximately 1/4" to a safety lock, not allowing the grate to drop all the way down (as shown in figure #2).

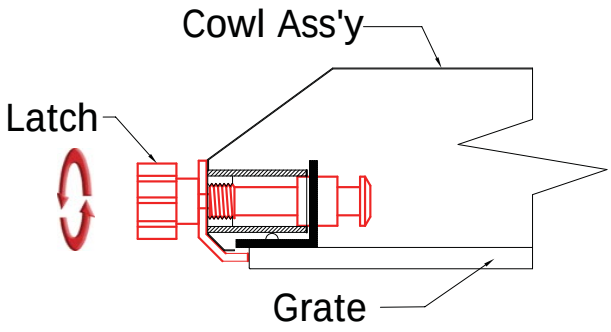



Figure #1 shows the latch system locked in place.

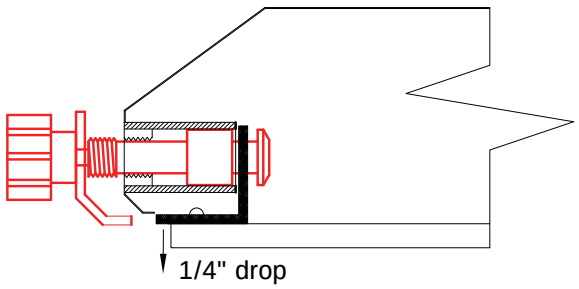



Figure #2 shows the latch system in safety place.

Simultaneously push the grate up while pulling the knob out to release the grate as shown in figure #3. (knob does not come out of the cowl assembly) Grate can now separate from the cowl assembly. Keep holding the grate until the resting position.

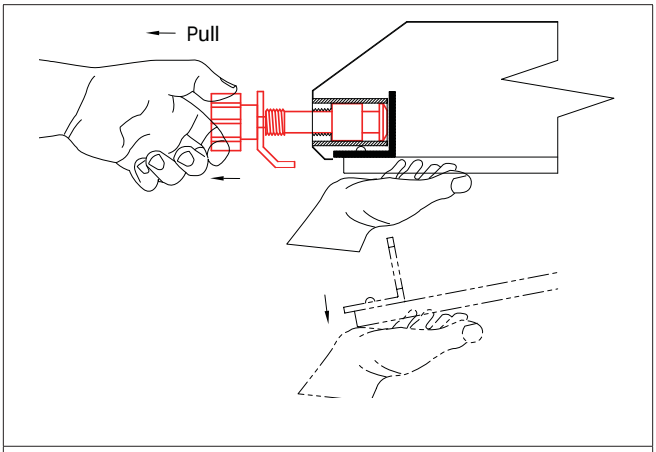


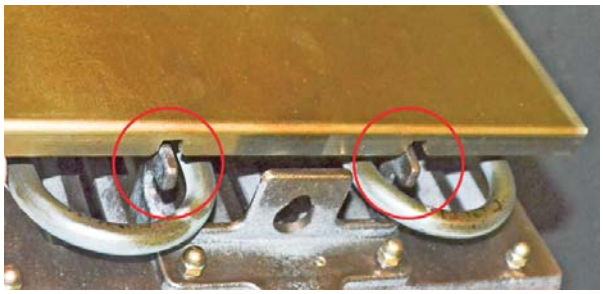

Figure #3 shows the latch completely un-latched from the cowl assembly.

Important note: Hand support should be maintained until the grate is fully locked in closed or open resting position, to prevent the sudden drop of the grate assembly.

# LATCH SYSTEM INTERNAL OPERATION - B, LATCHING

**How to latch the top grate to cowl assembly.**

While pulling the knob, with the other hand lift up the upper grate, (as shown in figure #4).



**Note:** Ensure the upper grease shield is in the right place aligning the two notches as shown above.

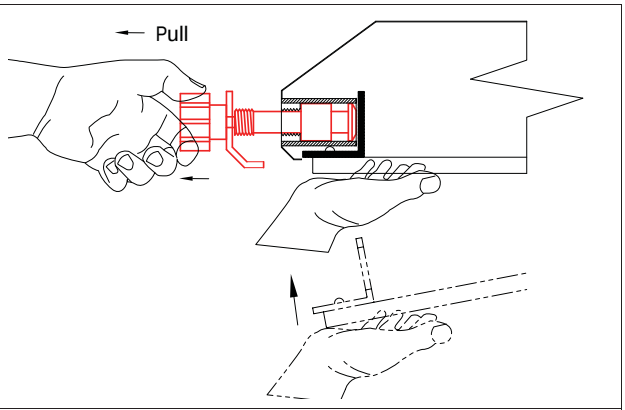



Figure #4 shows the grate getting in place to be latched.

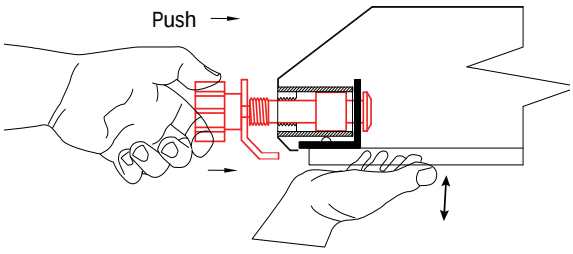



Figure #5 shows the latch system passing through safety lock area.

Push knob until pass the safety lock and into the locking position, moving the grate slightly up/down.

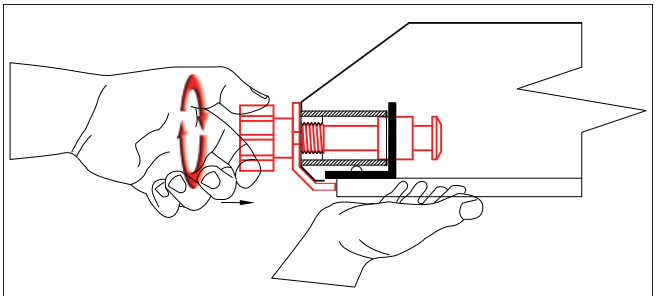


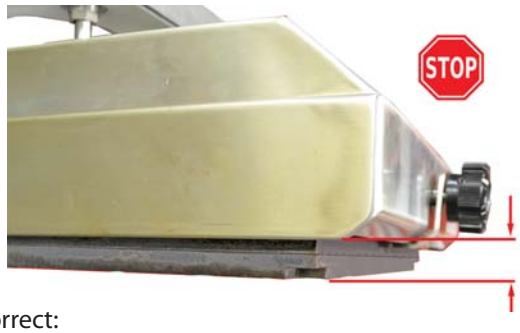
Figure #6 shows the latch completely latching the grate to the cowl assembly. Turn knob approximately 5 turns, until you feel resistance.

Important note: Hand support should be maintained until the grate is fully locked in place, to prevent the sudden drop of the grate assembly.

How to check:

Knob should be turned clockwise only finger tight.

Ensure the bracket is tight, in place and there is no gap on either side of the bracket.




Incorrect:

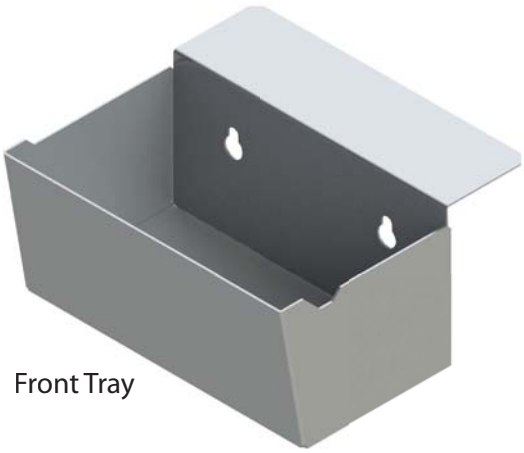
Grate not in place, front side too low compared to rear side.

Correct:

Grate in place, with consistent gap.

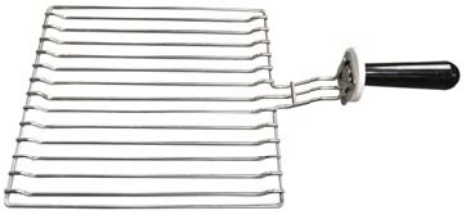
# CLAMSHELL BROILER ACCESSORIES

Note: Accessories will be available for the broiler launch period and later could be purchased through the Chick Fil A warehouse. (subject to change)

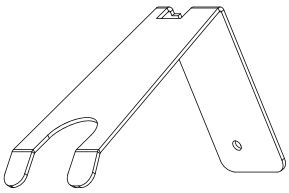


Front Tray

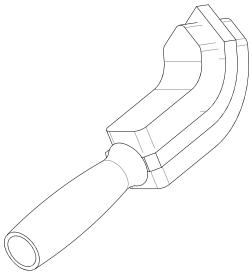
Disposable Front Tray



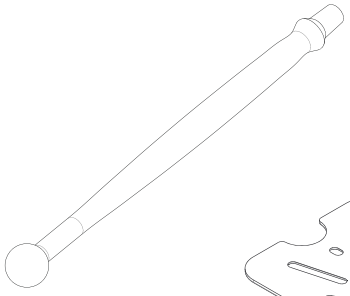
Nugget Rack



Brush Holder

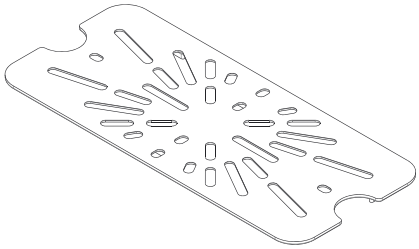


Hi Temperature Grill Brush



Brush Handle

Scraper (not stored on broiler)



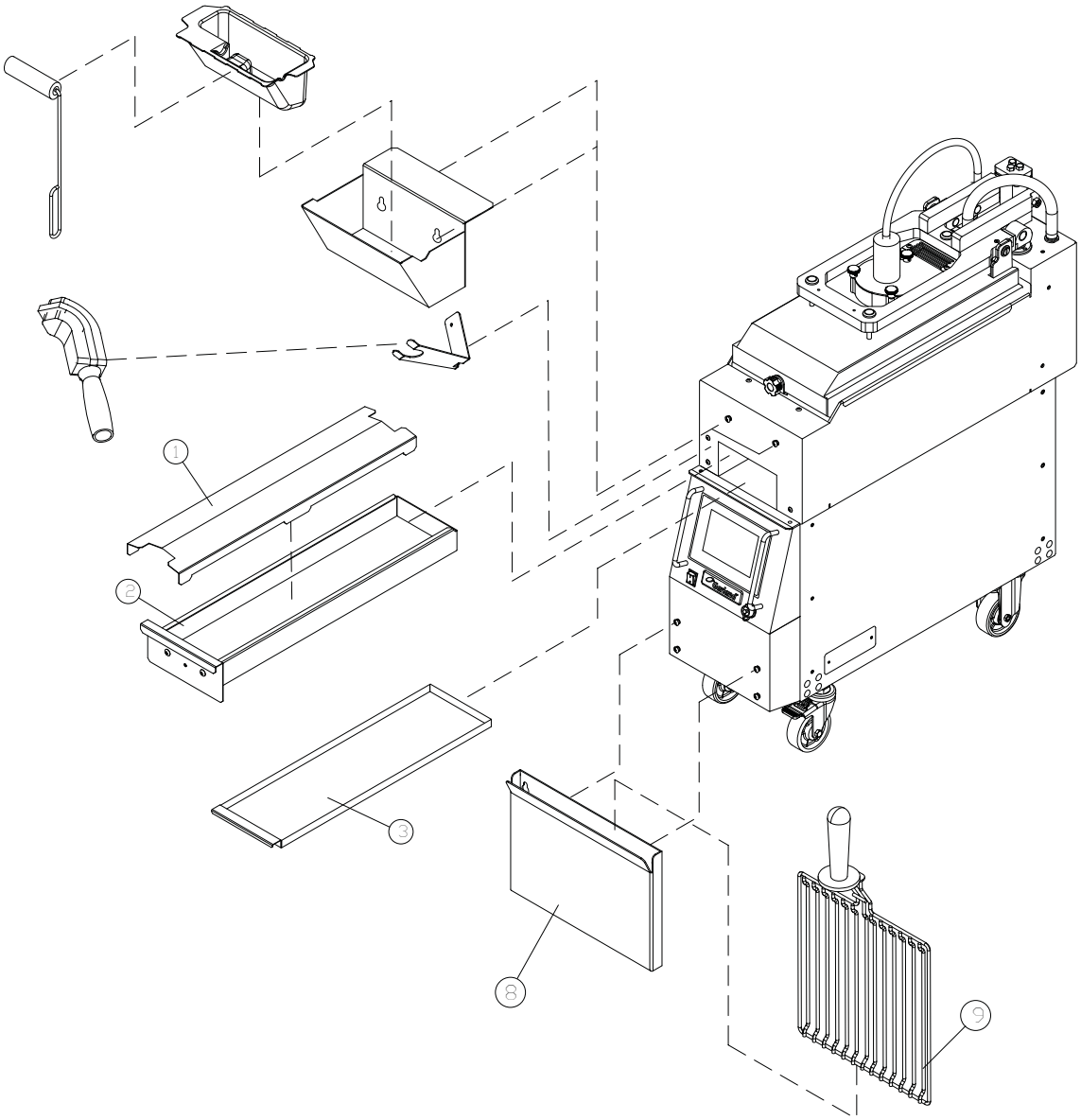
Cambro Insert
(not used on broiler)

Nugget Rack Holster

Oil Roller Handle

Oil Roller

# ACCESSORIES INSTALLATION



# USE AND CARE

## Operation

IF FOR ANY REASON THE ELECTRICAL POWER IS INTERRUPTED OR THE CIRCUIT BREAKER IS TURNED OFF, TURN THE POWER OFF TO THE APPLIANCE BY SWITCHING THE MAIN POWER SWITCH OFF. CONTACT A FACTORY AUTHORIZED SERVICE REPRESENTATIVE BEFORE ATTEMPTING TO RESTORE THE POWER. FOR A LIST OF AUTHORIZED SERVICE AGENTS, REFER TO THE GARLAND WEBSITE AT http://www.garland-group.om

## Shutdown

Turn main switch to the "OFF", "0" position

For extended shut down periods, turn main switch "OFF" "0" position, and unplug the electrical power cord.

**NOTE: Do not** abuse the appliance by leaving at high temperature setting when not required.

## Warnings

**Do not** use an extension cord to connect this appliance to a power supply.

**Do not** use this appliance if the power cord is damaged.

**Do not** attempt to repair a damaged power cord.

**Do not** expose the power cord to heat (i.e. near the flue, etc.) and be careful not to damage the cord by pinching or rubbing on sharp edges.

**Do not** clean the unit with a power washer.

This appliance is not approved for power washing.

The appliance generates significant amounts of heat and the operator should take care when touching accessible surfaces that are likely to get hot. Areas close to the cooking surface including side panels may get hot enough to burn skin.

**Do not** attempt to service this appliance unless you are a factory authorized service technician as it will void your warranty.

This appliance is intended for commercial use only and should only be operated by fully trained and qualified personnel.

The electrical power supply must be disconnected prior to cleaning, maintenance or service.

**Do not** sit or stand on the appliance under any circumstance. Serious injury and damage to the operator, appliance and/or property could result.

**Do not** operate the appliance unless all panels and covers are installed.

Ensure that the unit does not contain food debris or is obstructed in any way. A clean cooking surface is imperative for proper operation.

Use only stainless steel, wood or plastic tools as supplied to scrape off heavy deposits or oil.

**Do not** use generic steel scrapers or knives, as iron particles may become embedded and rust.

**NEVER USE STEEL WOOL**.

The Grease Box should be emptied as required. **Do not** allow it to overfill.

## USE AND CARE, *continuation*

**Do not** cool off a hot broiler with ice. The use of ice may damage the castings, crack the welds, or warp the broiler grate castings which will void the warranty.

Once the unit has cooled, external stainless steel panels should be cleaned using a mild detergent and/or a food-safe liquid cleaner designed to clean stainless steel. If necessary to use a non-metallic scouring pad, always rub in the direction of the grain in the metal to prevent scratching. Wash a small area at a time and rinse the washed area with a clean sponge dipped into a disinfectant and wipe dry with a soft clean cloth before it can dry.

It is recommended to clean the control screen only with a damp soft cloth.

Use only stainless steel, wood or plastic tools to scrape off heavy deposits or oil. **Do not** use ordinary steel scrapers or knives, as iron particles may become embedded and rust. **NEVER USE STEEL WOOL**.

The Grease Box should be emptied as required. **Do not** allow it to overfill.

Rinse with clean water and wipe away residue with a clean, dry cloth.

Scrape the grease trough and chute, directing any grease/debris into the grease drawer. Once cool enough to handle, empty grease drawer, scraping out stubborn grease/debris and wash drawer in a hot soapy solution.

### Service Maintenance

Any maintenance involving the disassembly of components should be performed by a factory authorized service technician as part of a regular kitchen maintenance program. Regular (at least 6 month intervals) inspection should be done to verify performance and make any necessary adjustments to the appliance. In addition, cleaning behind the front panel should also be done by factory authorized service technician during regular maintenance.

### Service and Parts

If for any reason this appliance requires service, contact The Garland Technical Service Department at 1-855-586-1542. All repairs must be performed by a qualified technician, using genuine Garland replacement parts or there will be a risk of voiding the warranty.

Refer to the rating plate found on the right exterior side of the unit, when calling for service. The plate contains the model and serial numbers for your appliance. Properly identifying the appliance will ensure the factory, or your local service agency provide faster and more accurate service.

# CLEANING AND MAINTENANCE

**IMPORTANT NOTE:**
THIS APPLIANCE WILL WORK AT MAXIMUM PERFORMANCE AND LAST LONGER IF IT IS PROPERLY MAINTAINED. FOLLOWING A CLEANING SCHEDULE AND HAVING THE UNIT CHECKED AT LEAST ANNUALLY BY AN AUTHORIZED SERVICE AGENT ARE RECOMMENDED.

IT IS THE USER'S RESPONSIBILITY TO PREVENT THE HAZARDS OF GREASE ACCUMULATION BY CLEANING AND MAINTAINING THEIR APPLIANCE ON A REGULAR BASIS. GARLAND WILL NOT BE RESPONSIBLE FOR DIMINISHED PERFORMANCE AND/OR DAMAGE, OR FIRES RESULTING FROM MISUSE AND/OR POOR CLEANING AND MAINTENANCE PROCEDURES.

## Daily Cleaning

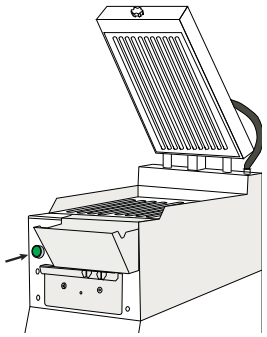
(Always check with Chick-fill-A store Manager for latest cleaning information)

**Warning:** Always disconnect electrical power before cleaning accessible panels.

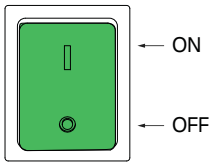
**HOT BROILER**

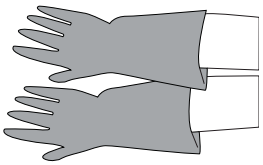
Broiler temperature extremely high, be very careful.

1. Press the GREEN button to raise upper platen; allow clamshell broiler to cool for approximately 20 minutes before cleaning.



2. Turn the clamshell broiler Main Power Switch OFF. (Green Main Power switches are set at the ON:"I" and OFF: "0" position)

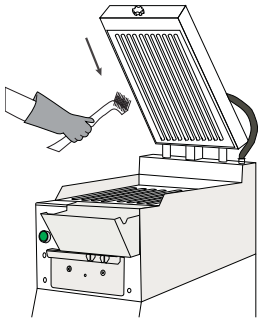


Protect you Hands

Wear Glove

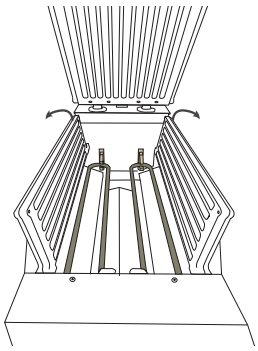
3. Brush broiler grates with broiler brush. upper grate first. Brush from front to back, to push debris towards the back of broiler.



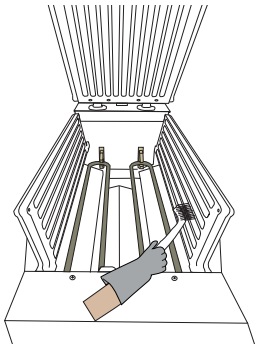
4. Brush the lower broiler grates with broiler brush. Brush from front to back with a slight back and forth movement.

# CLEANING AND MAINTENANCE, *continuation*

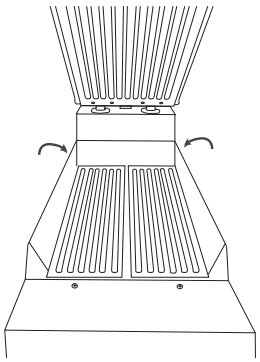
5. Use detailing tool to raise each half of lower grate. Careful not to drop grates while they are raised.



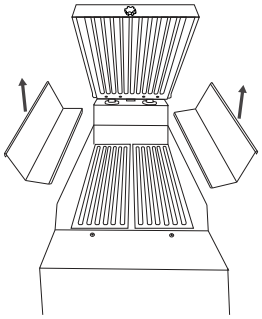
6. Scrape grate surfaces that are now exposed, first with tooth side of detailing tool, then with smooth side. Brush heating elements and area of heavy build-up using broiler brush.



7. Use detailing tool to lower grate halves back into a lower position.



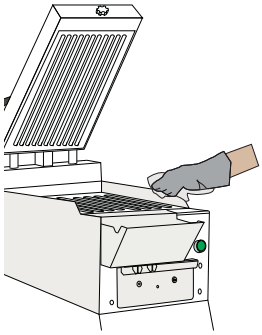
8. Remove frame (skirt) on each side of lower broiler. Lift each frame straight up from the sides, then tilt until frame is clear of broiler.



<u>Important Note:</u> Be careful not to get Kay QSR super contact cleaner on the grates.

9. Use Kay QSR super contact cleaner to clean stainless steel edges around upper and lower grates.
- Wring out a clean, sanitized towel and spray with Kay QSR super contact cleaner.

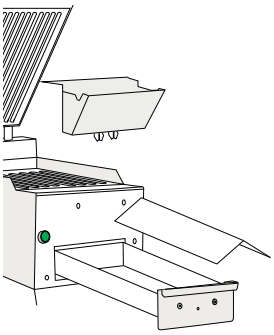
- Turn towel over and wipe surface again to remove excess cleaner.



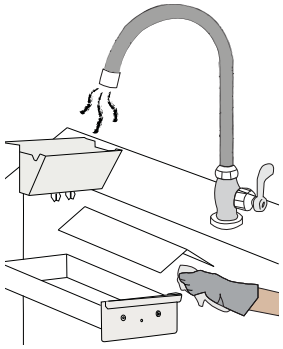
**CAREFUL!**
**CRUMBS COULD STILL BE WARM.**

**BE AWARE; CRUMBS MUST BE COOL BEFORE DISCARDING IN TRASH CAN**

10. Remove grease drawer and crumb baffle.
- Slide out grease drawer.
- Remove crumb baffle.
- Scrape crumbs from baffle and grease drawer with metal spatula and discard in trash can.

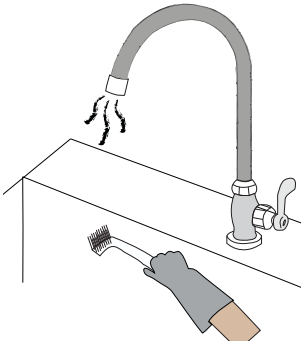


11. Rinse crumb baffle, grease drawer and detailing tool with sprayer at the compartment sink.
- Remove grease drawer and empty into sink.
- Spray grease drawer, crumb baffle and scraper with hot water.

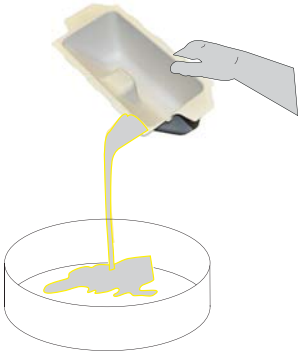


# CLEANING AND MAINTENANCE, *continuation*

- Remove any remaining carbon build-up with metal spatula
- Clean brush tool with sprayer at compartment sink.



12. Remove roller pan and discard canola oil left in the pan.
13. Disassemble oil roller by sliding roller off of handle.

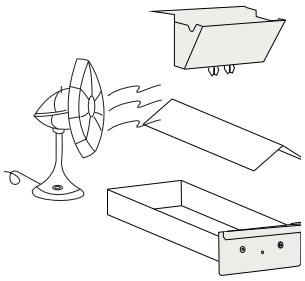


Important Note: Roller brushes should be cleaned daily and discarded at the end of the week.

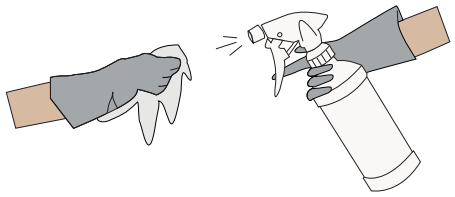
Tip: Cleaning Instructions are guidelines. Clean more frequently if needed.

14. Wash, rinse, sanitizer and air -dry crumb baffle, grease drawer, detailing tool, broiler brush, nugget screen, lower broiler frames, storage compartment, roller pan, oil roller and handle.

- Wash, rinse, sanitize and air-dry all parts in compartment sink.
- Replace all parts after cleaning.

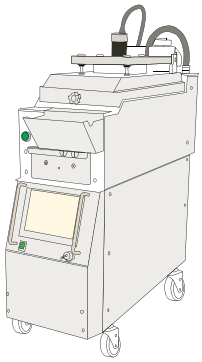


15. Clean all exterior broiler surfaces
- Wring out a clean, sanitized towel well and spray with degreaser solution.
- Wipe all exterior surfaces.
- Turn towel over and wipe surface again to remove excess degreaser.



16. Sanitize all exterior broiler surface
- Wring out a clean, sanitized towel well and spray with sanitizer.
- Wipe all exterior surfaces.
- Leave sanitizer on surfaces for at least 15 seconds to kill any remaining bacteria.
- Turn towel over and wipe surface again to remove excess sanitizer.
- Clean the control screen only with a damp soft cloth.

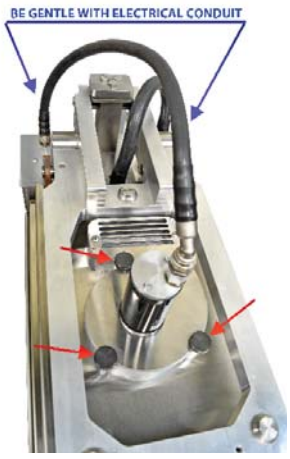
17. Reinstall parts removed for cleaning, after they have air-dried.



## Weekly Cleaning

### A. Exhaust Fan

Thorough cleaning is required at least once a week of the fan. Additional cleaning of the exhaust system on the upper broiler grate platen.




18. Remove the three (3) thumb screws located around the motor.

**Important: Be gentle with the electrical conduit when removing motor, electrical conduit is not designed to be disconnected. Do not attempt to disconnect the motor conduit.**

# CLEANING AND MAINTENANCE, *continuation*

19. Lift up the motor, and spray with degreaser solution to the wheel blower. It is recommended to perform cleaning over a towel/rug/paper for easy disposal of the falling debris. Rest the upper blower assembly safe with all other parts are cleaned and returned.

20. Remove exhaust tray, wring out a clean, sanitized towel and spray with degreaser solution. Turn towel over and wipe surface to remove grease.

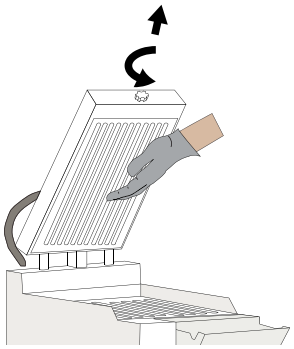
21. Spray the exhaust tray and housing with degreaser solution. They can be cleaned in the sink to remove grease/debris.

22. Place exhaust tray, housing & motor in place and tighten the (3) thumb screws manually by hand.

## B. Upper broiler housing

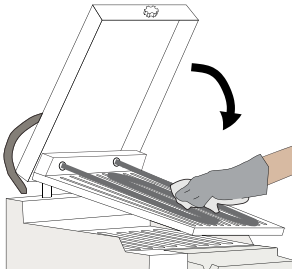
Once a week, additional cleaning is necessary to avoid build-up behind upper broiler grate. During daily cleaning, perform these steps after scraping and wiping all grates and before raising lower broiler grates for cleaning.

23. Release upper broiler grate in order for surfaces behind grate to be cleaned.
    - With the broiler upper platen in the raised position, rest gloved hand in place to catch upper grate when it is released.

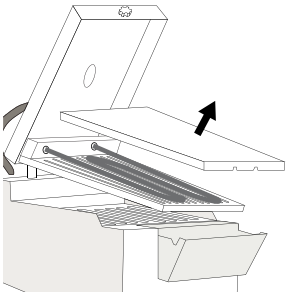


- Turn knob counterclockwise until grate is released. This may require 5 or more turns to unlatch

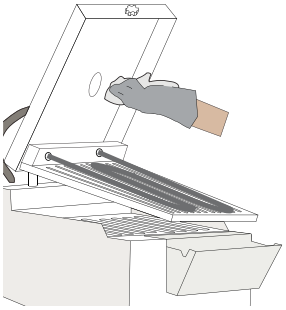
24. Wipe surface with damp towel, until clean. Use detailing tool if excessive carbon buildup is present.



25. Remove upper grease shield out of the broiler lid. Wash, rinse, sanitize, and air dry until compartment is dry.

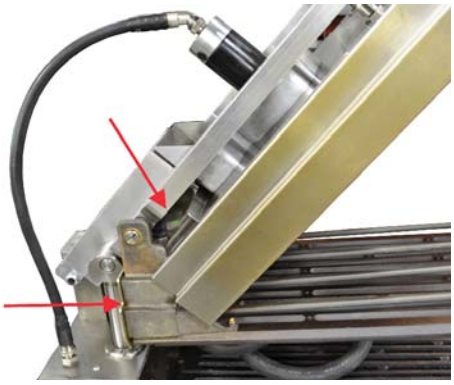


26. Clean areas not accessible during daily broiler cleaning. Wipe inside of stainless steel edges around broiler grate.



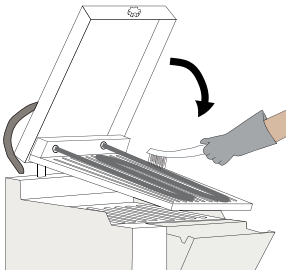
# CLEANING AND MAINTENANCE, *continuation*

27. Clean areas at the far end of the broiler grate assembly. Wipe clean with a damp cloth all the grease accumulated in that area as illustrated above.



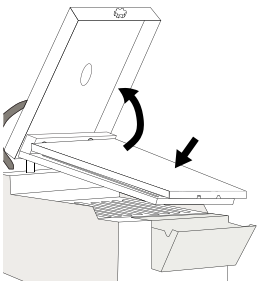
28. Wipe the hinges and surrounding areas between the cowl assembly and the grate until clean, with a damp cloth as shown above. Avoid catching fingers in the mechanism.

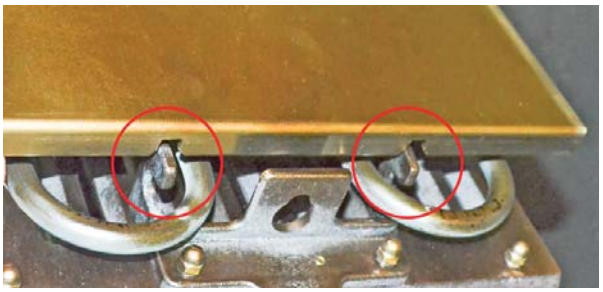
29. Brush upper heating elements and areas of heavy build-up using broiler brush.



30. Replace upper grease shield and return upper broiler grate to position.

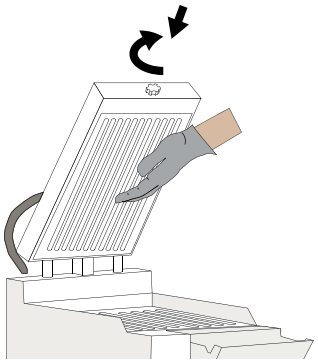
- Raise grate to just below lid or cowl.
- Pull knob out to allow grate to slide into place.
- Continue supporting weight of grate until knob is completely tightened.





**Note:** Ensure that the upper grease shield is in the right place aligning the two notches as shown above.

31. Tighten knob completely, until bracket touches the cowl assembly, but do not over-tighten. Ensure broiler grate is tight up to the cowl assembly. The grate should be parallel to the cowl assembly.



(see previous latching instructions)

32. Discard used oil roller pads. New ones should be used when assembling oil roller for the next day.

# CHICKEN PRODUCT PLACEMENT

(Always check with Chick-fill-A store Manager for latest cooking methods)

This procedure is used to cook marinated chargrilled filets, unmarinated Chick-fil-A filets and Grilled Nuggets on the Garland clamshell broiler.

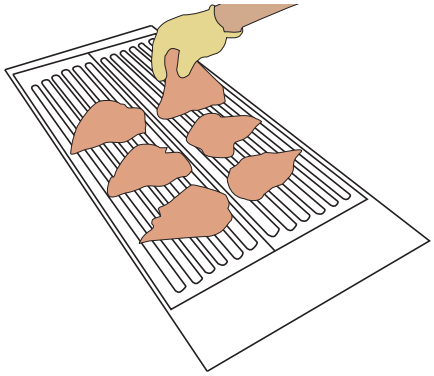
Before you begin loading chicken, be sure to…

- Verify that chicken has been thawed (35°-40°F / 1.7° - 4.4°C). Chicken that is not completely thawed will not cook properly and may not reach the internal product temperature required to kill bacteria (165°F / 74°C).
- Verify that enough chicken for current batch has been fileted.
- Verify remaining shelf life and quality of chicken. Notify your Supervisor or Operator if any chicken has passed its expiration date.
- Keep chicken refrigerated until immediately before grilling so it will maintain an internal product temperature of 40°F / 4.4°C or lower.
- To avoid flavor transfer, use separate yellow trays for transferring chargrilled filets and Nuggets/ Chick-fil-A filets to broiler.
- Store yellow tray (and yellow-handed tongs, if used) in refrigerator when not in use to help prevent bacterial growth.

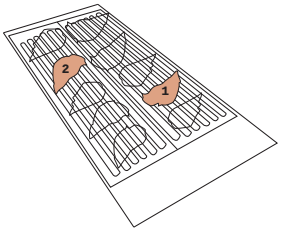
| Ingredients | Quantities |
|---|---|
| Raw filets (chargrilled or Chick-fil-A filets) | Up to 10 per batch |
| Raw Nuggets | Up to 40 per batch |

| Equipment/Items | Used For |
|---|---|
| Yellow food service gloves | Handling raw chicken |
| Yellow apron | Working with raw chicken |
| Designated yellow trays | Transferring raw chargrilled filets to broiler<br>Transferring raw Nuggets/ Chick-fil-A filets to broiler |

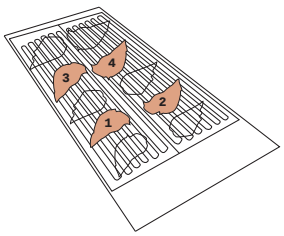
1. Remove chicken from refrigerator and place it on designated yellow tray.
2. Notify Boards person that filets are ready for cooking. This will alert Boards person to prepare broiler.
3. Load raw chicken onto broiler.



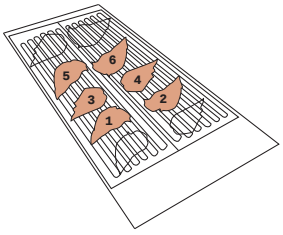
- **Fillet:**
  - — Ensure that oil has been applied to lower and upper broiler grates.
  - — Load up to 10 filets on broiler (5 rows of 2 filets), working from front to back.
  - — Position filets so they are centered on left half or right half of lower broiler grate (not overlapping outer or inner edges of broiler grate).



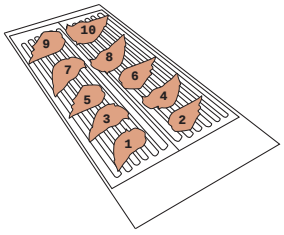

Load of 2 filets




Load of 4 filets




Load of 6 filets

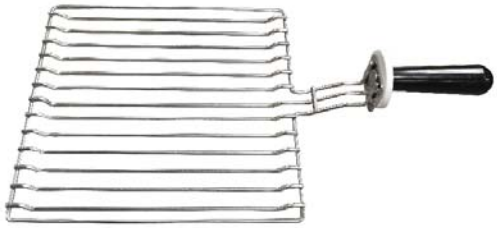



Load of 10 filets

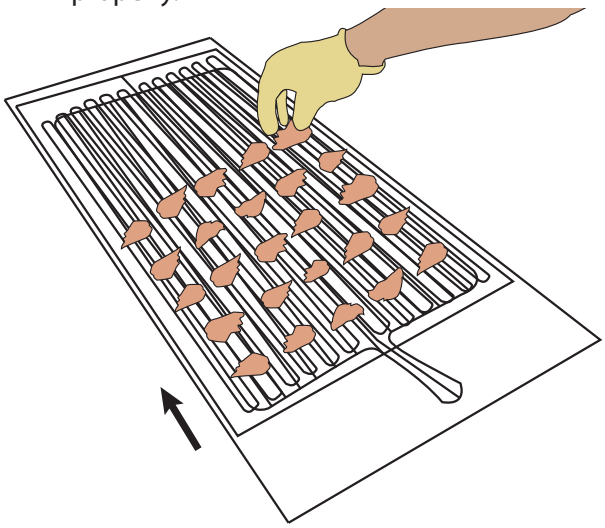
  - — Place filets with smooth side down because best broiler marks will show on smooth side.
  - — Point tips of filets to outside of broiler, so that thickest portion of filet is in center of broiler.
  - — Make sure filets do not touch.

# CHICKEN / NUGGETS PRODUCT PLACEMENT

- **Nuggets:**
  - — Ensure that Nugget screen is in place on lower broiler grate and that oil has been applied to screen and upper broiler grate.



  - — Load up to 40 Nuggets starting at front of broiler; spread Nuggets out evenly on Nugget screen.
  - — Keep Nuggets at least ½" from edge of broiler.
  - — Make sure Nuggets do not touch. Nuggets that touch will stick together and will not cook properly.



**CAUTION:** If broiler sounds warning tone while loading product, step back from broiler immediately to avoid risk of being burned when broiler lid closes. If this happens, ask Boards person to reset timer.

To avoid cross-contamination, never touch broiler without first removing yellow gloves and washing and sanitizing hands.

Cook only the amount of chicken that will be served within 30 minutes. Never cook more than designated amount at a time.

Do not use butter-flavored oil to coat broiler grates

4. Notify Boards person that chicken is loaded and ready to be cooked.
5. Remove raw chicken transfer pans (and any utensils used) from Boards area while Boards person lowers broiler lid.
6. Refrigerate transfer pans (and any utensils used) to minimize risk of bacterial growth.
7. Clean and sanitize yellow tray (and any utensils used) every 4 hours.

— Take items to sink after 4 hours of use.
— Wash, rinse, sanitize and air-dry. This breaks bacterial growth cycle and reduces food safety risks.

# BACON / SAUSAGE PRODUCT PLACEMENT

(Always check with Chick-fill-A store Manager for latest cooking methods)

Before you begin cooking bacon or sausage, be sure to:

- Verify that broiler is clean. If any burned food particles or carbon build-up appear on upper or lower broiler grates, clean them with broiler brush. (See Garland Broiler: Cleaning Garland Broiler after Each Batch).
- Verify that Duke holding station has been pre-heated, that compartment for holding sausage (SAUS) has a black, solid lid (SOLD) and that compartment for holding bacon (BACN) has a gray, vented lid (VENT).

| Ingredients | Quantities |
|---|---|
| Bacon half-slices | Up to 30 per batch |
| Sausage patties | Up to 10 per batch |

| Equipment/Items | Used For |
|---|---|
| Used For Clear food service gloves or metal-handled tongs | Placing bacon or sausage on broiler |
| Food film | Wrapping unused bacon or sausage |
| Dated and labeled stickers | Monitoring shelf life |
| Metal spatula or metal-handled tongs | Removing cooked bacon or sausage from broiler |
| Duke holding pan | Holding bacon or sausage |

1. Remove thawed bacon or sausage from refrigerator. Cook only amount that will be used within 30 minutes.
2. 2. Press PRESS & GO icon to bring broiler out of standby mode, if needed. Display will show available products to be cooked on the broiler.

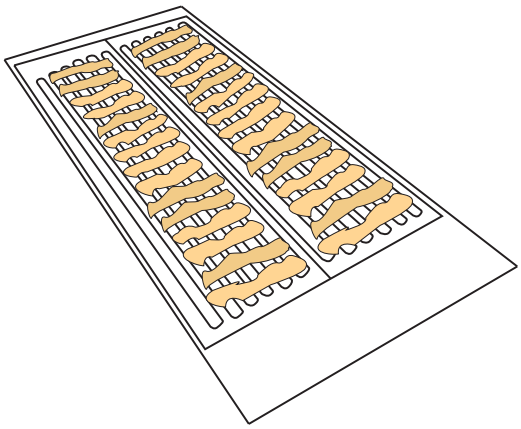
It is NOT necessary to coat broiler grates with oil when cooking bacon or sausage.

**CAUTION:** To save energy, broiler will automatically close and enter sleep mode unless a cooking cycle is started within 3 minutes from end of previous cooking cycle.

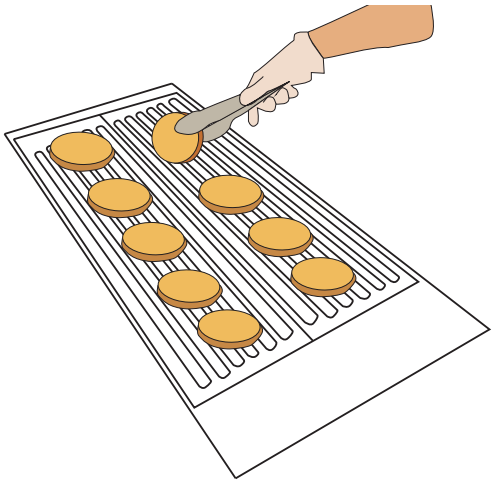
- Load bacon or sausage as soon as broiler is ready.
- If unexpectedly delayed so that you are not able to finish loading product within 3 minutes, press ABORT icon to reset 3-minute timer

3. Load bacon or sausage on broiler.

- **Bacon:**
  - Load up to 30 half-slices of bacon on broiler, working from front to back. Position slices horizontally on broiler grates.



  - Position bacon half-strips so they are on left halfor right half of lower broiler grate (not overlapping outer or inner edges of broiler grate).
  - Make sure bacon half-strips do not touch.
- **Sausage:**
  - Load up to 10 sausage patties (5 rows of 2 patties), working from front to back.



  - Position sausage so that patties are centered on left half or right half of lower broiler grate (not overlapping outer or inner edges of broiler grate).
  - Make sure sausage patties do not touch.

# BACON / SAUSAGE PRODUCT PLACEMENT, *continuation*

**CAUTION:** If broiler sounds warning tone while loading product, step away from broiler immediately to avoid risk of being burned when broiler lid closes. Then reset timer.

Do not use butter-flavored oil to coat broiler grates

4. Start cooking cycle.

— Press appropriate product icon.
— Press START button to close lid immediately.
— Broiler display will identify product being cooked (BACON or SAUSAGE) and remaining cook time.
— It is important to press correct product icon because broiler has individual settings for each product.
— If wrong product icon is pressed, the product selection can be changed within first 30 seconds of cook cycle.
— Press and release ABORT icon.
— Press correct PRODUCT icon.
— Press START icon.
— After 30 seconds, if cook cycle is stopped the product must be discarded because it will not be completely cooked

5. Return unused bacon or sausage to refrigerator.

At end of day, wrap unused bacon in food film to help prevent flavor transfer. Make sure dated and labeled sticker is attached; sticker must reflect date package was opened.

SHELF LIFE for bacon (40°F or lower), from time package is opened until bacon is cooked, is 7 days.

SHELF LIFE for sausage (40°F or lower), from time thawed until cooked, is 7 days

6. Verify that bacon holding pan or sausage holding pan will be empty before new batch finishes cooking.

7. Press Start icon (✓) when beeper sounds. (When cooking cycle is complete, broiler lid will open automatically and REMOVE will show on display. Timer will continue to beep until icon is pressed).

Bacon and sausage must reach an internal temperature of 165°F for a minimum of 15 seconds to kill bacteria.

8. Inspect color of cooked bacon or sausage, using Test Quality Photos as guideline.

If sausage or bacon fails to match color requirements in Test Quality Photos, cook batch for an additional 45 seconds, by pressing the (0:45) icon. Lid will close during additional cooking time.

9. Transfer bacon or sausage to holding pan with metal spatula. Spread product out in holding pan so it will not touch lid.

10. Hold bacon or sausage according to current procedure. (See Boards–Breakfast: Bacon and Sausage).

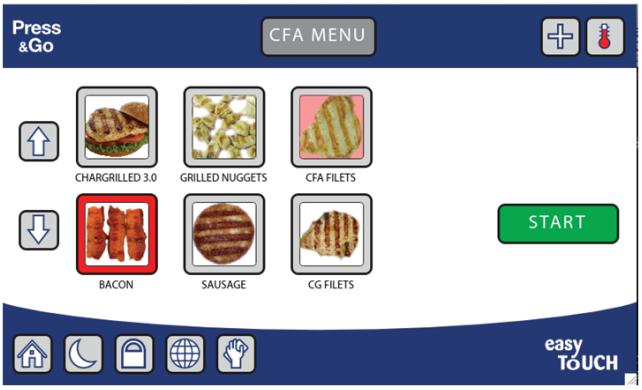
HOLDING TIME for cooked bacon or sausage (140°F or higher), from time cooked until served, should not exceed 30 minutes.

11. Clean broiler surfaces with broiler brush after each batch. (See Garland Broiler: Cleaning Garland Broiler after Each Batch).

12. Press SLEEP icon (moon icon) to lower broiler lid if next batch will not be cooked immediately.

# DESCRIPTION OF CLAMSHELL BROILER CONTROL

## easyToUCH™ HOME & RECIPE SELECTOR PAGES



**PRESS & GO** - Used to access the preheat and cooking modes of the broiler.

**MENUS** - Used to add, edit, and delete Menus from the library. A Menu is a collection of cook recipes. Password protected.

**SETTING** - Used to change certain settings, such as date, time, and volume. Password protected.

**RECIPES** - Used to add, edit, and delete Recipes from the library. A Recipe consists of the cooking times, temperatures, and platen gaps for preparing a food item. Password protected.

**DIAGNOSTICS** - Select to view diagnostics screens. Password protected.

**CLEAN MODE** - Used to put the broiler into Clean mode. When the broiler is set to enforce the cleaning schedule, using the Clean Mode resets the cleaning counter

**COOK CYCLE CHANGE** - Used to adjust a recipe's cook time or platen gap, if required to achieve food safety and quality standards

**LOCK** - Used to temporarily lock the touch screen. Locks the touch screen for six (6) seconds to prevent accidental key presses when wiping the screen

**LANGUAGE** - Used to change the language of on-screen prompts. Only available if other languages have been pre-loaded on the broiler.

**HOME** - Returns to the Home screen, the launching point for Cooking and programming modes. When the home screen is showing, the heaters are off.

TEMPERATURE - Used to view the temperature settings and actual temperature in each zone.

**SLEEP** - Used to enter sleep mode. In Sleep mode, the platen lowers to conserve energy while the broiler is inactive

# easyToUCH™ OVERVIEW

### Clamshell Broiler Operating Modes:

The Clamshell Broiler operates in several modes accessible using the easyToUCH™ screen. All modes except for Sleep are selected from the Home screen. Clean mode may be selected from the Home screen or from Press & Go (cook) mode.

Press & Go mode is used to select menus, preheat the broiler, and cook recipes. The broiler will not preheat unless Press & Go has been selected. If multiple menus have been set up, select the appropriate menu to ensure the broiler preheats to the correct temperature.

The recipes stored by the broiler contain the cooking profiles (times, temperatures, and platen gaps) for various products.

If multiple menus have been set up, each may contain different recipes. To change the menu, select the "Menu" button at the top of the easyToUCH™ screen.

Sleep mode lowers the platen to conserve energy while the broiler is not in use while keeping it ready to start a cook cycle. The broiler may be configured to enter Sleep mode automatically after a period of inactivity, depending on the set up.

To enter Sleep mode manually, press the Sleep icon. The upper grate will lower, and the broiler will maintain the set temperatures.

To exit Sleep mode, select WAKE on the easyToUCH™ screen or press the GREEN pushbutton. The upper grate will rise and the broiler is ready to cook.

To stop the broiler from automatically entering Sleep mode, elect the red 'X' on the easyToUCH™ screen or press the GREEN pushbutton. The upper grate will rise and the broiler is ready to cook.

Clean mode has two functions: it resets the cleaning counter and brings the broiler to the appropriate temperature for cleaning.

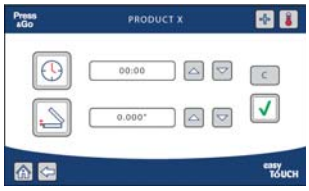
By putting the broiler into Clean mode before cleaning the broiler, the cleaning reminder is reset to zero and the "Cleaning Reminder" prompts are suppressed. If the cleaning schedule is enforced, at some point the broiler must enter Clean mode before cooking may resume.

If a cleaning temperature has been set, Clean mode will bring the broiler to the set temperature prior to starting the cycle. (A cleaning temperature may be specified if required by the cleaning procedure or cleaning chemicals.)

# OTHER easyToUCH™ SCREENS

### Cook Cycle Changes:

To ensure a quality product, the cook time and platen gap of a recipe may be changed prior to starting the cook cycle. Using the Cook Cycle Change screen, time can be added or subtracted from the end of a recipe and the platen gap can be opened or closed.




To change the cook cycle, select a recipe then press the "+" icon. The Cook Cycle Change screen appears. Using the up and down arrows, the time and the cook gap can be adjusted within certain limits. The changes will apply until the power is turned off. Changes to a recipe can also be cleared by pressing the "C" button on the Cook Cycle Change screen.

When a recipe has been changed, the recipe will have a "+" indicator on the Recipe Selector screen, and the cooking progress screen will show the adjustments to the recipe.

# easyToUCH™ OVERVIEW, *continuation*

## Temperatures:

The temperature screen shows the actual and the set point temperatures at each thermocouple, and whether that zone is heating or at temperature.

The temperature screen can be displayed by pressing the icon in the top right corner when cooking, cleaning, sleeping, or preheating. Press the Back arrow or Check mark to return to the previous screen.

## Warnings and Alerts:

Too Cool/Too Hot - If the broiler temperature is too cool to properly cook a recipe, a Too Cool to Cook message appears. The broiler will not allow the cook cycle to start until it has heated to the minimum required starting temperature.

TOO COLD
TO COOK!

Similarly, if the broiler is too hot, a Too Hot to Cook message is displayed while the broiler cools.

TOO HOT
TO COOK!

In either case, another recipe can be selected while waiting. If the broiler is at the right temperature to cook the newly selected recipe, coking can start immediately.

## Grates Open:

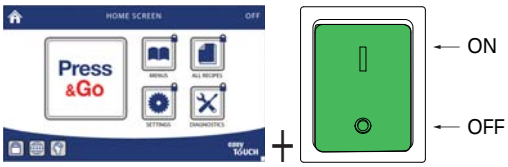
- For safety, an interlock switch cuts power to the heaters when the grates are open for 'routine cleaning. A warning message is displayed until the grates are returned to the operating position.

HIGH VOLTAGE NOT PRESENT
CHECK LOWER GRATES ARE NOT OPEN

Note - if the main power is switched off, the power is already cut to the heater and easyToUCH™ screen, and the message does not appear.

## Shutdown:

Press the Home icon to exit Press & Go mode and turn off the heaters.

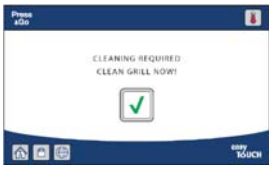



Fully power off the broiler and the easyToUCH™ screen using the main power switch.

## Cleaning Reminders:

If a cleaning schedule has been set, a message will appear on the screen when cleaning is required based on the number of cook cycles. Select the tick mark if the broiler will be cleaned immediately, or "X" to continue cooking.

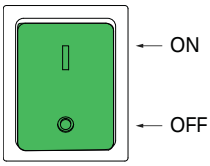
If the broiler is set to enforce cleaning schedule and the cleaning reminder has been bypassed too many times, easyToUCH™ eventually displays the Cleaning Required screen (p. 32 from the wireframes).



# easyToUCH™ OVERVIEW, *continuation*

## START UP COOKING:

The easyToUCH™ screen display, layout and icons shown herein are for guidance purposes only and are not intended to be an exact representation of those displayed on the broiler.




1. Switch the broiler on using the main power switch.

2. The easyToUCH™ screen illuminates with the display briefly showing the software version (white text on black background).

3. When the Home screen appears, select Press & Go (Do not hit Press & Go until platen completes its homing sequence).

4. The broiler will start preheating using the temperatures from the selected menu and the preheat progress will be displayed.

5. Following preheat the broiler enters a soak period, allowing the temperature to stabilize throughout the upper and lower grates.

6. The broiler is ready to use when the Recipe Selector/ Ready to Cook screen is displayed..

7. Cooking time.

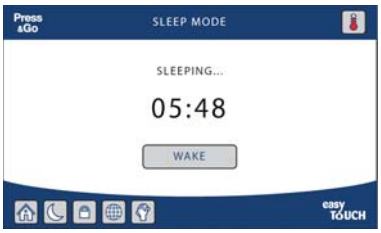
8. Cooking Done.

9. Discard product.

10. Back to product selection.

# easyToUCH™ OVERVIEW, *continuation*

## COOKING A RECIPE:




1. If the broiler has entered Sleep mode, select WAKE to raise the platen.

2. Select the recipe to cook.

3. If the broiler is at the wrong temperature for the item selected, a "Too Hot" or "Too Cool" warning will appear.

Wait for the broiler to reach temperature or select a different recipe.

4. Lay product on the grates using the appropriate placement guidelines. More detail see "CHICKEN / NUGGETS PRODUCT PLACEMENT" on page 26

5. Press START or the GREEN push button to close the platen. Start the cycle. A progress ring and countdown timer is displayed.

6. Start the cycle. A progress ring and countdown timer is displayed.

**Note:** Touching the red "X" or pushing the green button during cooking stops the cook cycle, raises the platen, and displays a warning.

7. When the cook cycle has finished a "DONE" message is displayed, usually with an audible alarm. Remove the product and touch the green tick mark or press the green button to acknowledge the "DONE" message.

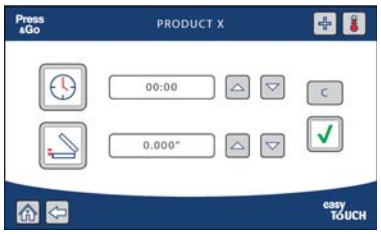
Note: If the wrong recipe was selected, the recipe can be changed by stopping the cook cycle, acknowledging the warning, selecting the correct recipe, and pressing START or the GREEN push button again. Changes should be made within thirty (30) seconds to avoid overcooking the product.

SAUSAGE or BACON: After a cook cycle has ended, if the cooked product fails to match the color requirements in the Test Quality Photos, cook the batch for an additional 45 seconds, by pressing the (+45 sec) icon. The platen will close and the product will cook for the additional time.

# easyToUCH™ OVERVIEW, *continuation*

## CHANGES TO A RECIPE COOK CYCLE:

1. Follow step from 1 to 6 from previous Press & Go.




2. Make the necessary adjustments and save.

3. Clamshell broiler will make the necessary adjustments.

4. Ready to cook product.

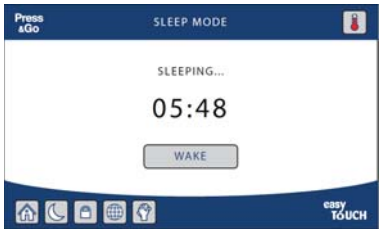
## SLEEP MODE:

1. Press & Go, (press)

2. Press icon.

3. Press touch check mark to continue or X to cancel.

4. Top platen will close, make sure no utensils on broiler.

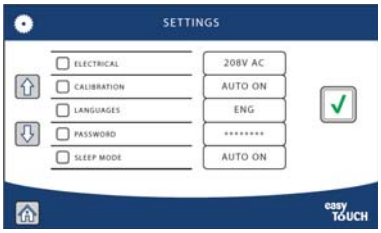
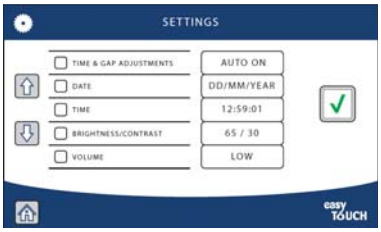
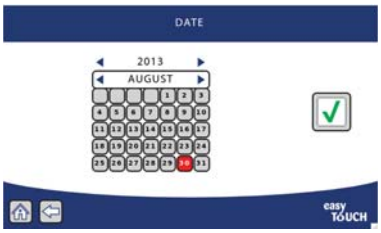
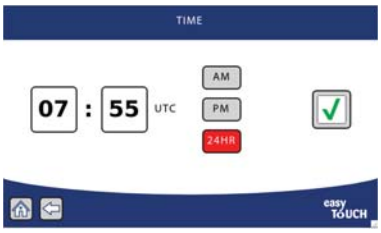
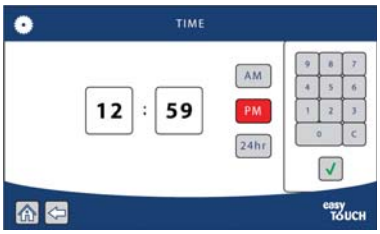
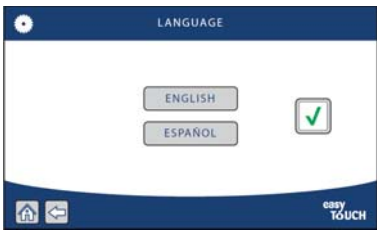



5. Monitor will show sleeping time. Press touch the wake option to start.

# easyToUCH™ OVERVIEW, *continuation*

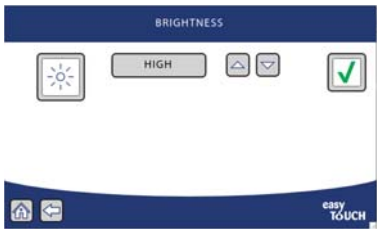
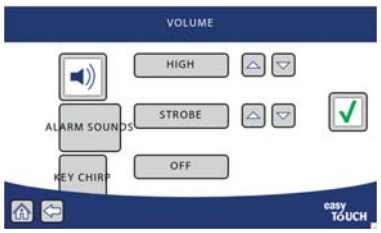
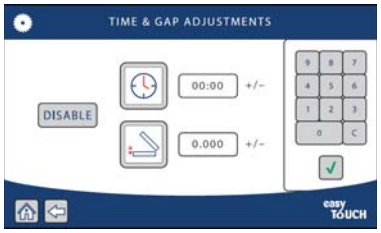
Note: Not all settings and diagnostics are availalbe to the operator.

## SETTINGS MODE:

| | |
|---|---|
| | 1. Select "SETTINGS". |
| | 2. Enter password (alphabet). |
|  | 3. Display of settings shown. |
|  | 4. Display of settings shown. |
| | 5. Display of settings shown. |
|  | 6. Date option selected (display shown). |
| | 7. Select ☑ to save date choose. |
|  | 8. Time option selected (display shown). |
|  | 9. Numeric pad will appear as touch. |
| | 10. Select ☑ to save Time. |
|  | 11. Languages option selected (display shown). |
| | 12. Select language. |

# easyToUCH™ OVERVIEW, *continuation*

## SETTINGS MODE:, *continuation*

| | |
|---|---|
| | 13. Select ☑ to save language. |
| | 14. Password option selected (display shown). |
| | 15. Type new password. |
| | 16. Select ☑ to save password. |
|  | 17. Brightness/ contrast option selected (display shown). Make necessary adjustments. |
| | 18. Select ☑ to save Brightness/contrast. |
|  | 19. Volume option selected (display shown). |
| | 20. Select ☑ to save Volume. |
| | 21. Time & Gap Adjustments option selected (display shown). |
|  | 22. Numeric pad will appear as touch. Enter new settings. |
| | 23. Select ☑ to save Time & Gap Adjustments. |

# TROUBLESHOOTING STEPS

| Cooking Issues | | |
|---|---|---|
| **Problem** | **Possible Cause** | **Action** |
| Undercooked product | Incorrect recipe selected | Select correct recipe and retry |
| | Cook time too low | Use cook cycle change screen to increase cook cycle |
| | Raw product too cold | Check that uncooked product is at correct temperature (not frozen) as per CFA operational guideline. |
| | Raw product too thin | Use cook cycle change screen to decrease cook gap, as per CFA operational guideline. |
| | Incorrect product placement | Follow recommended product placement guidelines, as per CFA operational guideline. |
| | Product not prepared correctly | Follow recommended procedure to thaw and filet product, as per CFA operational guideline. |
| | Run size too high | Do not exceed recommended full run size, as per CFA operational guideline. |
| | Cook cycle stopped/aborted early by operator | Discard product. |
| | Cook cycle stopped/aborted early automatically | Discard product, record alarm type and number |
| | Carbon buildup issue on grates or heating elements | Clean elements and grates as necessary |
| | Upper grate not latched properly | Follow procedure to open then relatch upper grate |
| "Undercooked product only at front of grill" | Upper grate not latched properly | Follow procedure to open then relatch upper grate |
| | Kitchen ventilation affecting temperatures | Check whether cool or high volumes of air are directed towards the broiler |
| | Grease tray not in place | Ensure grease tray is installed and fully seated |

# TROUBLESHOOTING STEPS

| Cooking Issues, continuation | | |
|---|---|---|
| **Problem** | **Possible Cause** | **Action** |
| Over cooked | Incorrect recipe selected | Select correct recipe and retry |
| | Cook time too high | Use cook cycle change screen to decrease cook cycle, as per CFA operational guideline. |
| | Raw product too warm | Check for correct temperature (frozen product not thawed, thawed product 40F or lower) as per CFA operational guideline. |
| | Raw product too thick | Use cook cycle change screen to increase cook gap, as per CFA operational guideline. |
| | Poor quality raw product | Retry recipe with newer product, as per CFA operational guideline. |
| | Broiler over temperature before starting cycle | Use temperature status screen to check zone temperatures versus set point. |
| | Broiler temperature incorrect | See Temperature Issues |
| Add Time (+45 sec) button not visible | Recipe changed | Add time button only available when last cooked recipe is selected. Select the last cooked item to make +45 sec button visible |

# TROUBLESHOOTING STEPS

| Temperature Issues | | |
|---|---|---|
| **Problem** | **Possible Cause** | **Action** |
| Grates or IR too hot | Recipe set points are high | Use temperature status screen to check zone temperatures versus set point |
| Grates or IR too cool | Recipe set points are low | Use temperature status screen to check zone temperatures versus set point |
| | Kitchen ventilation affecting temperatures | Check whether cool or high volumes of air are directed towards the broiler |
| | Thermocouple wiring incorrect (Grates) | Select the temperature status screen. Place a wet rag onto each thermocouple location and watch for a temperature drop at that zone. |
| Unable to reach or maintain temperature | Grate not fully closed | Ensure lower grates are closed |

| UI issues | | |
|---|---|---|
| **Problem** | **Possible Cause** | **Action** |
| No sound | Volume set too low | Set volume to high |
| Screen locked out, frozen, non responsive to touch | Software issue | Turn off broiler using main power switch, turn on after 10 seconds. If not working, connect a mouse to the USB port and check for pointer movement |

**Please feel free to contact Us for any further information at 1-855-586-1542**

# NOTES

# Garland Installation & Operation Manual

RECYCLE - REUSE - REDUCE

**GARLAND Broiler MODELS: CXBE12**

Manufactured By;
Garland Commercial Ranges
http://www.garland-group.com

Manitowoc